



CIT Customer Service Report for the ADB

for Sunday, September 1, 2002 to Monday, September 30, 2002

	Created				Assigned/Pending			Closed			Average Minutes to Close
	DCS	ADB	Web	Other	DCS	ADB	Other	DCS	ADB	Other	
Accounts											
Access/Login	8	0	0	0	0	1	0	6	1	0	4
Deactivate/Close	1	0	0	0	0	0	0	0	0	1	3
General Info	1	0	0	0	0	0	0	0	1	0	3
Password Reset	3	0	0	0	0	0	0	3	0	0	6
ADB											
Connectivity	26	0	1	1	0	0	0	18	4	6	6
DELPRO	81	0	0	0	3	7	0	24	36	11	5
Fellowship Pmt Syst	16	0	0	0	0	2	0	1	11	2	4
Finance	2	0	0	0	0	0	0	0	0	2	7
General Info	44	0	0	2	1	2	0	17	14	12	5
GUI	1	0	0	0	0	0	0	0	0	1	7
ID Reactivation	44	0	0	0	0	1	0	35	3	5	4
Keyword	51	0	0	0	1	0	0	41	5	4	5
Property	3	0	0	0	0	1	0	1	1	0	3
Purchase card	35	0	0	0	0	2	0	7	23	3	3
Registration	5	0	0	0	0	0	0	3	0	2	6
Reports	1	0	0	0	0	0	0	0	0	1	4
Security	1	0	0	0	0	0	0	0	1	0	3
SSF	5	0	0	0	0	0	0	0	3	2	4
Travel	28	0	0	0	0	3	1	0	18	6	5
Application Support											
Web Apps-Troubleshoot	1	0	0	0	0	0	0	1	0	0	12
OS/390											
Printer/Other	2	0	0	0	0	0	0	2	0	0	6
Printer/VPS	2	0	0	0	1	0	0	1	0	0	3
Security & RACF	5	0	0	0	0	0	0	5	0	0	6
Grand Total:	366	0	1	3	6	19	1	165	121	58	5

Total Tickets Closed: 344
 Total Tickets Assigned/Pending: 26
 Total Tickets Created: 370